



At the Center

Committed to Quality Care & Courteous Service

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A Message from Dr. Christina Ghaly, Interim CEO

Dear LAC+USC Staff:

What an exciting time to be at LAC+USC! Just look at some of the major initiatives we are or will soon be participating in:

- ◆ *Healthcare reform implementation is fast approaching which will provide coverage to many of our patients who today don't have insurance. To this end, efforts to enroll and empanel patients in Healthy Way LA are continuing.*
- ◆ *DHS signed a contract with Cerner for a system-wide electronic health record, called ORCHID, named by our very own Sung T. Yoo from the Information Technology Division. Many of our staff will be involved in the design and build of this system over the coming months; LAC+USC is scheduled to be the second hospital to roll out ORCHID.*
- ◆ *eConsult, the DHS electronic specialty communication tool, is changing how specialty care referrals are handled, improving how we give out appointments and ensuring both patients and the specialist are prepared for the visit when the patient arrives.*
- ◆ *Since November 1st, InterQual® adoption has helped us ensure that the patients who come to our Emergency Department who need acute admission are prioritized for a hospital bed while patients not requiring an acute stay are guided to available outpatient services. InterQual® has also helped us to better understand and reduce the number of days that are denied for payment by the State.*

Together, these and other efforts are creating a great deal of excitement with more changes on the horizon to build up our primary care medical homes, move patients to lower levels of care or outpatient settings when appropriate, and expand the efficiency of our diagnostic and OR services.

Although many challenges lie ahead as we continue our effort to become the highest quality, patient-centered facility we can be, the tools we have to work with are growing. Our most important asset is you, our staff, who continue to be loving, caring, advocating, hard-working champions for our patients and the DHS mission. I believe that the coming months will be full of significant achievements because our staff will lead us in successful opportunities to improve the way we deliver care for our patients.

I am honored and thrilled to be your partner in this effort. I look forward to meeting more and more of our staff, hearing your stories of what we do well, and what we can improve. Thanks again for your partnership and dedication.

LAC+USC Medical Center



Pediatric Holiday

By Rosa Saca

Director, Public Relations and Patient Education

On Saturday, December 15, 2012, the Spartan Truck Company partnered with For the Need Foundation and Team Up Racing to sponsor their **"Annual Holiday Party for Children"** at LAC+USC Medical Center. This event had approximately 300 outpatient children and their families in attendance. Most of the children in attendance were specially selected and invited to attend this event due to the serious nature of their illness or condition.

The sponsors made it possible for the children and their families to visit with the Laker Girls cheerleading team, a therapeutic dog, performances by a marionette puppet show, a magician, face painting, and making holiday ornaments. Also, Santa Claus made a special visit and posed for pictures with the children and distributed plenty of toys and good cheer.

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Medical Staff Key Issues 2013

By Philip D. Lumb, M.B., B.S., MCCM

President, Medical Staff Association & Chair, Department of Anesthesiology

Welcome to the LAC+USC MC Medical Staff and its activities. This is the first time I have had an opportunity to introduce the Medical Staff Association (MSA) to the Medical Center. I look forward to keeping you informed about our activities in relation to the challenges **WE** face as our institution and the Department of Health Services anticipate the challenges inherent in the reorganization of the nation's healthcare system under the Patient Protection and Affordable Care Act. The operative word is **WE**, and I hope to underscore the essential, interdependent relationships on our campus that maintain the integrity of the healthcare we provide as one of the nation's busiest and most recognizable County, indeed iconic, hospitals. Each of us has a unique responsibility to enforce appropriate standards in order to ensure the integrity and safety of the critical services we provide. This is an all-inclusive responsibility and extends to all of us at LAC+USC; the Medical Staff Association represents but a small proportion of the essential staff who create our campus community, and it is my goal to help integrate all our constituents and organized activities behind the organization that continues to provide critical services not only to some of our most vulnerable citizens but also, and increasingly importantly, to an elective patient population who will choose us for their and their family's primary healthcare.

(Cont'd page 2)

Pediatric Holiday, Cont'd

For the inpatient children who were unable to attend the event, the sponsors delivered presents and well wishes to each of the patients in their room and in the **Child Life Play Room**. "We are so thankful that For The Need Foundation shares the holidays with our children," said Marie Pescon, one of the event organizers.

For the Need is a non-profit foundation created to provide financial and/or material assistance to needy children, adults and their families. The children and their families are already looking forward to another wonderful and successful event next year. Many thanks to our very generous sponsors for their support to our patients and their families!

Medical Staff Key Issue for 2013, Cont'd

It is in this statement that our future opportunity lies; our future survival as an entity depends on our ability to attract the elective, insurance bearing patient population and become the healthcare provider of their choice. This will be a new challenge for us, and I am confident we can succeed in exceeding our patients' expectations.

You may be interested to know how the Medical Staff fits into this 'care equation', what our conjoined responsibilities are and how we can and must collaborate in the new and exciting future healthcare paradigm. The Medical Staff in any organization is mandated by California State law to be an independent organization charged with the responsibility of ensuring high quality patient care and safety in collaboration with the Hospital's administration; both the MSA and Administration have a direct reporting relationship to the Hospital Governing Body. In our case the Governing Body is the LAC Board of Supervisors who delegates the oversight responsibility to the DHS Director Dr. Mitchell Katz. The collaborative yet independent relationships between these organizations is geared towards ensuring appropriate, timely and safe patient care; the responses to the challenges are best reflected in our Vision and Values for the Medical Center Family.

Our Vision: *To be nationally recognized for superior patient care, medical education, clinical research and contribution to community health.* **Our Values:** *Community Responsibility, Service Excellence, Trustworthiness, Quality Work Environment and Continuous Learning.*

Truly these are noble, appropriate and necessary goals that serve the community; however, to meet them requires the Medical Center Family to collaborate and unite to perform at exceptional service levels that meet or beat those of our competitors. Already we are moving forward in achieving these metrics and our most recent publicly reported quality data elements are at or above those of local private community hospitals. This is an enviable position and one that we must strive to maintain. The MSA is committed to working with all LAC+USC MC Constituencies to consolidate our success.

It is a privilege and pleasure to be your Medical Staff Association President and the LAC+USC MC Chief of Staff. I look forward to updating you frequently on our progress and welcome suggestions on how to strengthen the positive relations between all our staff members in order to create the service community required to succeed in the next phase of community service and excellent patient care. Please don't hesitate to contact me directly at lumb@usc.edu; I look forward to your questions and ideas.

Philip Lumb

Recycle Vision

Phillip L. Moore III, MPA

Director, Clinical Affairs & Program Development

It is well known that refractive error is a major cause of blindness worldwide, which negatively impacts the patient, the patients' family and their community. LAC+USC is an example of a safety net health care system with many low-income patients in need of refractive correction who cannot obtain eyeglasses. While a resident **At The Center**, Dr. Jesse Berry noted that the majority of her patients were not obtaining eyeglasses after they were given a prescription. Patients continued to come to the clinic requesting disability because they could not work and asking that something be done about their poor vision. In an attempt to better understand the challenges encountered by patients from the Ophthalmology Clinic a retrospective survey study was completed and published in June 2012. Dr. Berry and her colleagues found that 55% of patients who received a prescription did not obtain eyeglasses and 67% of the patients said the cost of glasses was a major barrier. Most of the patients (88%) did have some form of health insurance (medicaid/medicare/ORSA); however, 100% were lacking coverage for eyeglasses.

Due to the results of the study, Dr. Berry started Recycle Vision, a free program at the Ophthalmology Clinic which provides prescription eyeglasses to patients. Since its inception in 2011, Recycle Vision has collected over 250 pairs of glasses and distributed over 100 glasses to patients. Many of the glasses have gone to monocular patients that only have one eye that can still see. Recently, Recycle Vision was awarded a DHS Innovation Grant. With this support the program hopes that Recycle Vision can grow to the point that we have a pair of donated glasses that will work for any patient. Employees can help by donating old, unbroken glasses to Dr. Jesse Berry in the Ophthalmology Clinic (Clinic Tower, Room A4D) or calling extension 9-5220 for more details.

LAC+USC Begins TAVI Program

David M. Shavelle, M.D., FACC, FSCAI

Associate Clinical Professor, Division of Cardiovascular

Aortic stenosis (AS) is currently the most common cause for valve surgery in the U.S. The Division of Cardiovascular Medicine and Cardiothoracic Surgery have initiated a new program for patients with AS. The standard of care for patients with symptomatic severe AS is surgical valve replacement. However, a substantial number of patients are unable to receive surgery because of elderly age and co-morbid conditions. In recent years, a non-surgical approach to replacement of the aortic valve has been developed and is called transcatheter aortic valve implantation or TAVI. In this procedure, a valve is loaded onto a catheter and placed within the heart using the peripheral vessels, thus avoiding open heart surgery. A recently reported clinical trial found that patients receiving TAVI compared to medical therapy had improved survival.

Three TAVI cases were successfully completed in January **At The Center** that involved collaboration from physicians within the Division of Cardiovascular Medicine, Cardiothoracic Surgery and Radiology. This multidisciplinary program involves a TAVI clinic to evaluate patients prior to and following the procedure, a nurse coordinator to facilitate patient examination scheduling and a nurse practitioner to assist with procedure scheduling. LAC+USC continues leading the way in delivering world class healthcare!



A.I.D.E.T. WORD FIND

Acknowledge * Introduce * Duration * Explanation * Thank You

If you think you can do a blood draw in 10 seconds, fill a prescription in 15 seconds or even do a heart surgery in 30 minutes, then you need to take the AIDET Challenge! Words may be up, down, straight or diagonal!

FIND THE FOLLOWING WORDS IN RECORD BREAKING TIME:

Acknowledge	Appreciation	Duration	Entry	Explanation	Hallway
Introduce	Medication	Patient	Prescribe	Procedure	Purpose
Room	Tests	Thank You	Visit		

J	Y	P	F	F	G	H	X	M	B	W	E	Q	F	O	O	H	E	U	P	E	R	P	C	K	U
A	C	K	N	O	W	L	U	I	H	M	E	E	X	P	L	A	N	A	T	I	O	N	Y	O	O
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"Committed to Quality Care & Courteous Service"

INTRODUCTION



Photo by Sam Tarakhchyan

We may have a curvy path ahead of us. Introduce yourself and let me know who you are and where you are from. I am an important part of the health care team too. *-Your Patient*



Acknowledge ♦ **Introduce** ♦ Duration ♦ Explanation ♦ Thank You

At the **Center**
Committed to Quality Care & Courteous Service



To submit stories, please email Phillip Moore at phmoore@dhs.lacounty.gov

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The A.I.D.E.T. campaign is aimed at increasing our knowledge and sensitivity to the needs of the patient in the new era of National Health Care Reform championed by President Obama. Each month will highlight a guiding principle sent via e-mail or in the newsletter that will be paramount to retaining our existing patients and recruiting more patients into our world class health care system.

Let's stay focused and dedicated to our patients to address all their health care needs, now and in the future!